



Job Title: Shelby County Home-Bound Coordinator
Reports To: Nutrition & Transportation Supervisor
FLSA Status: Full-Time, Exempt
Department: NUTRITION
Location:

Position Summary:

The Shelby County Homebound Coordinator Position is funded by the Shelby County Commission to ensure that all Shelby County homebound senior citizens receive hands-on case management (short-term and ongoing) to access all services that enhance and maintain their dignity and independence in their communities. Coordination of the homebound meal program in Shelby County is just one component of the Homebound Coordinator's responsibilities. The nutrition referral is a gateway for the Homebound Coordinator to conduct a home visit and thorough assessment(s) of the Shelby County older adult's environment, needs and wants so that a person-centered plan can be developed, when needed, to ensure achievement of the person-centered goals. The Shelby County Homebound Coordinator is expected to be an active participant in many Shelby County specific initiatives to enhance his/her knowledge of Shelby County resources, organizations and people. In addition, the Shelby County Homebound Coordinator is required and expected to ensure that Shelby County's homebound older adults access other public benefits such as medication assistance, SNAP, energy assistance, housing assistance, and farmers market vouchers, just to name a few.

Essential Duties and Responsibilities:

- Coordinate all aspects of Shelby County transportation which includes, but is not limited to, assessing people for transportation eligibility, working with potential riders, completing paperwork, providing ClasTran transportation policies to riders/prospective riders, working with center managers, liaising with ClasTran and M4A's Executive Director prior to approving riders, submitting paperwork to ClasTran, reviewing ClasTran billing and rider logs and coordinating, when needed, with M4A's Nutrition & Transportation Coordinator and Shelby County Community Services.
- Work with center managers and others to increase ridership to the senior centers.
- Assess (and reassess after receiving referrals from M4A's ADRC Program) Shelby County older adults for participation in the homebound meal program.
- Perform yearly home visits to evaluate or re-evaluate participants for the nutrition program.
- Determine other services for which the client may be eligible by assessing the older adult's environment, community and family resources. Help clients to ensure services are accessed.
- Make referrals to other temporary services offered by M4A and other providers, including homemaker services, caregiver respite, medication assistance and telephone reassurance. Ensure that clients access these services.
- Provide case management (short-term and long-term or ongoing) to clients to ensure client safety, independence and dignity.
 - Advocate for client's safety, needs and services while working with others to assess resources, explore solutions, and develop action plans;
 - Capacity to garner rapport quickly to easily resolve and de-escalate conflict and remain diplomatic and professional in all situations;
 - Abide by the Social Work Code of Ethics; and
 - Possess an expertise in assessing an individual and his/her environment and develop solutions and resources.
- Coordinate all aspects of the Shelby County Personal Emergency Response System (PERS or medical alert) Program which includes, but is not limited to, assessing people for PERS; completing all paperwork; liaising with the PERS Vendor, M4A's Administrative Director and M4A's Executive Director; submitting paperwork to the PERS Vendor; helping to set up the PERS device; in-servicing clients on how to use the PERS; and reviewing PERS billing for accuracy and submitting to M4A's Fiscal Department.
- Screen for and educate clients on financial exploitation and Medicare fraud (as a member of the



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Senior Medicare Patrol Program or SMP) and make referrals to the SMP/SHIP Coordinator when appropriate. Complete all paperwork to document SMP/SHIP activities. Work with the client to take needed steps to eliminate fraud and financial exploitation.

- Report suspected elder abuse, neglect and exploitation to the appropriate organization or organizations and document thoroughly.
- When elder abuse, neglect or exploitation is suspected, provide support and ensure access to resources to ameliorate harm and/or eliminate abuse/neglect/exploitation factors.
- Initiate crisis intervention for suicidal clients.
- Provide ongoing case management for clients with no or minimal support systems who need help to access services or who need advocacy or emotional support.
- Assess the 6 Shelby County Senior Centers Semi Annually.
- Complete the monthly billing log entries.
- Maintain accurate, thorough and timely documentation of all activities and make entries into PeerPlace.
- Conduct presentations at outreach events as needed.
- Add to the Shelby County list of resources.
- Distribute fliers and other M4A materials.
- Other duties as assigned by the Executive Director.

Knowledge, Skills, and Abilities (**can be acquired on the job*)

- Comprehend the goals, objectives, and regulations of applicable programs.
- Ability to analyze program guidelines and make decisions.
- Knowledge of English grammar, spelling, and punctuation.
- Ability and experience in expressing ideas effectively both orally and in writing.
- The ability to establish and maintain effective working relationships with staff, sponsors, state agencies, contractors, clients and their families.
- Proficiency in MS Office software.
- Ability to prioritize and work on multiple projects.

Education / Experience:

1. Bachelor's in Social Work or related social service field required. Master's Degree in Social Work and Licensure are preferred.
2. At least 5 years of case management, home visit and client advocacy experience are required and must be demonstrated.
3. Possess a track record of strong assessment, communication, and documentation skills.
4. Must possess above average organizational and time management skills.

Essential Functions / Physical Requirements:

The requirements below are required with or without reasonable accommodations:

- Ability to tolerate walking, standing, crouching, reaching, and sitting throughout the day.
- Ability to meet the attendance requirements for the position.
- Ability to "drive" to locations necessary to accomplish for position / program work.
- Ability to occasionally lift and/or move up to 10 pounds.

The statements contained above reflect general details as necessary to describe the essential functions of this job, the level of knowledge and skills required, but should not be considered an all-inclusive listing of



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work requirements. Please be advised that this document should not be construed, in any manner, as a contract of employment. Staff of M4A are “at-will” employees. I have read and understand the responsibilities and requirements of this position.

Benefits:

- BCBS of Alabama
- Retirement Systems of Alabama: www.rsa-al.gov
As a Tier 1 Member the per pay period contribution is 7.5%.
- Monthly \$35 phone stipend

How to Apply:

Email cover letter, resume, list of three references and salary requirements and to:

Lisa Adams, LMSW – Director of Human Resources at LAdams@m4a.org

Applicants who do not submit all requested information may not be considered.

Deadline to Apply- Monday, January 24th 2022 by 10am.